



# *ACS Fiscal Year 2019 Second Quarter Report*



**Artist rendering of the Petco Foundation K9 Center. The new K9s For Warriors building is expected to be completed by 2020.**

## **Inside this issue:**

Chair's Corner Happy Tails: Taylor's Adventure	2
K9s For Warriors Pilot Program Comfort for Critters	3
Association of Professional Humane Educators Conference	4
Shelter Paws Pilot Program Illegal Puppy Sales Update	4
FY 2019 Second Quarter Staff Update	5
Cadets of 2019 Alpha	5
Statistical Analysis	6

## **The Director's Desk**

Success within the animal welfare community is quickly followed by new standards and increased expectations. However, external expectations will never compare to passion and dedication that drives ACS staff to succeed. During the second quarter of FY 2019, I witnessed some of the most magnificent displays of work ethic and commitment that I have seen throughout my career. Total pets rescued, total pets returned to owners, and total pets placed in foster care experienced dramatic increases from the first quarter of FY 2019. The result of the increased placements earned ACS a quarterly average Live Release rate of 93.4%, with an annual, monthly high of 94.5% during February of 2019. This momentous accomplishment caught the attention of The Petco Foundation, and in February of FY 2019 ACS was awarded \$125,000. Sketchers partnered with The Petco Foundation and awarded 50 pairs of special animal themed shoes to ACS employees.

I believe every journey is more important than the destination. While it was nice to celebrate our second quarter accomplishments, the recent success was a large stepping stone towards the new challenges and triumphs to come. Featured in this report are new pilot programs that ACS has implemented to increase community involvement and improve the quality of care that we provide to San Antonio pets. I sincerely express my greatest thanks to everyone that has contributed to the ACS municipal shelter and improved the lives of San Antonio pets. THANK YOU!!!!



ACS Director  
Heber Lefgren



A handwritten signature in black ink that reads "Rita Braeutigam".

ACS Advisory Board Chair

Rita Braeutigam

## Chair's Corner

Spring in San Antonio is one of the most beautiful time of the year. The change of seasons brings warmer days, blooming flowers, and lots and lots of kittens. Kitten Season 2019 has arrived in San Antonio, and ACS is always looking for additional fosters and donations to support the increased number of kittens at the shelter. Kittens are an easy starter animal choice for first-time fosters, and ACS will provide all of the resources needed for participation. Additionally, the ACS Community Cat Program offers opportunities for residents to humanely trap, neuter/spay, and release adult cats. Community cats provide neighborhoods with free pest control and are capable of providing for themselves.

If shelter dogs have a special place in your heart, then ACS has a new program just for you. The ACS Shelter Paws Program featured in this report details how residents can take a shelter dog out for single day adventures. Shelter Paws is a wonderful alternative to those that do not have the available schedule to foster full-time but can share an afternoon or two with a dog. Socializing shelter dogs will make them trust people more easily, which in turn makes them more likely to be adopted. Thank you for doing your part for your community and encourage others to get involved with the new ACS programs. You just might meet your new best friend!

## Happy Tails: Taylor's Adventure



*Taylor (Left) with her brother Chanco (Right)*

It is always a joy to receive updates from happy adopters and their wonderful pets. It is uncommon to hear back from adopters years after they have adopted, but recently a family that shared multiple stories of their adopted dog, Taylor. Taylor was originally brought to ACS as a stray puppy during the summer of 2015. Kristina Rodriguez saw Taylor and it was love at first sight. Since then, Taylor has joined Kristina and the rest of her family on many journeys, and Kristina had the following to share.

"My baby girl turned four this year!!! Taylor has grown strong and she's absolutely beautiful. She's very spoiled (bit of a daddy's girl). We took her on her first backpacking trip and she loved it. We were in Colorado White River National Forest for five days and four nights. We hiked about 10 to 12 miles a day. She fell asleep on the top of the mountain range for a couple of hours before we hiked back down. She has a lot of muscle but still sleeps all day every day, and she loves her brother Chanco more than anything. Her and our cat, Random, have become the best of friends, and they even sleep together. I just had to thank you again for my angel. We've been on many adventures and have so many more planned with her."



## FY 2019 Programs and Projects Update

### K9s For Warriors Pilot Program Update

In January of FY 2019, San Antonio City Council unanimously approved the K9s For Warriors Pilot Program and lease agreement. K9s For Warriors is a nonprofit organization that trains rescue dogs to become service animals for veterans suffering from PTSD and other disabilities. The Petco Foundation has announced support for the program through a grant of 2 million dollars.

During March of FY 2019, a public press conference was held at ACS to celebrate the launch of a 10-year lease agreement with K9s For Warriors. ACS staff and representatives from K9s For Warriors and The Petco Foundation spoke about the agreement and revealed artist renderings of the future building. The photo above displays the facility and kennels that K9s For Warriors will use to pull and house dogs directly from ACS. Construction of the new facility will begin later this year and is expected to be completed by 2020. ACS is thankful for the partnership with K9s For Warriors and The Petco Foundation for creating another opportunity for shelter dog placement. Large breed dogs are harder to find placement for, and K9s For Warriors has committed their training program to prioritize large breed dogs. Additional updates will be presented in future reports as new information is available and construction has begun.



### Comfort for Critters



ACS has partnered with the national organization Comfort for Critters to provide ACS foster pets with handcrafted toys and blankets. Materials ranging from yarn, fleece and even t-shirts have been donated to support this program. ACS hosts an on-site event every first Sunday of the month where volunteers of all ages can participate. The items created through this program give shelter pets a familiar piece of comfort as they transition from foster homes to forever homes. Crafters, sewers, and knitters combined their efforts during March of FY 2019 to produce dozens of blankets and chew toys. In addition to the on-site events, the ACS Education and Outreach Division has hosted Comfort for Critters events at schools across San Antonio to gain volunteer support and spread awareness of other ACS programs.

## Association of Professional Humane Educators Conference

Each year humane educators, volunteers, teachers, and leaders in humane education come together at The National Association of Professional Humane Educators (APHE) conference to learn from one another. Through critical discussion, relationships were built and program ideas were shared. With nearly 100 humane educators in attendance this year, our very own Education Coordinator Josie Espinoza, attended and presented at the APHE National Humane Education conference in Phoenix, Arizona this past January of FY 2019. Josie presented her ideas and lesson plans from the Furry Friends after-school program that she has worked with at Gilbert Elementary School for the past three years. Attendees include humane educators from a variety of backgrounds who promote humane attitudes toward people, animals, and the environment. The conference allows staff and volunteers of animal shelters, animal control agencies, and national entities to share and learn from experiences to improve the quality of care for pets everywhere.



## Shelter Paws Pilot Program

ACS has created a new pilot program that allows volunteers to treat shelter dogs to some time away from the ACS campus. Every day of the week, San Antonio residents have the opportunity to check out one dog from a pre-selected list of dogs. Residents can take a dog for a day of outside play around town or bring it home for a little nap. The dogs are featured on ACS social media, and potential adopters can view a report card that tells them how the dog behaved out in the real world. People interested in participating in the program must be over 18 years of age, have a valid driver's license, and a reliable vehicle for transportation. Program participants are given a bag of supplies for their dog's needs, and they are given a list of nearby dog-friendly locations. This program has been fully implemented as an effort to increase the socialization and quality of care that is provided to ACS shelter dogs.

## Illegal Puppy Sales Enforcement Update

Part of the FY 2019 budget included additional funding for increased enforcement of illegal puppy sales. ACS has assigned Animal Care Officers to the Puppy Mill Enforcement Pilot Program to locate illegal sellers and hold them accountable for the treatment and conditions of the puppies they are selling. In March of FY 2019, ACS Animal Care Officers conducted multiple targeted sweeps that resulted in 59 citations and 11 impounded puppies. To increase public awareness, ACS created an Illegal Puppy Sales Awareness Commercial. The media spot has been shared on local media platforms to support the Puppy Mill Enforcement Pilot Program. The caption below the photo is a link to the commercial.



[Illegal Puppy Sales Awareness Commercial](#)



## FY 2019 Second Quarter Staff Update

Employee	Position	Reason for Action
MONA ERDRICH	ANIMAL CARE REPRESENTATIVE	PROMOTION
KASSI BENNETT	ANIMAL CRUELTY SPECIALIST	PROMOTION
JUSTINE SANCHEZ	ANIMAL CRUELTY SPECIALIST	PROMOTION
ROBERT LOPEZ	LEAD ANIMAL CARE OFFICER	PROMOTION
BETHANY SNOWDEN	LEAD ANIMAL CARE OFFICER	PROMOTION
MICHELE FRY	DISPATCHER	PROMOTION
ELVA ANDERSON	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
JESSICA MARTINEZ	ANIMAL CARE REPRESENTATIVE	PROMOTION
MELANIE ELIZONDO	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
MARK SANCHEZ	LIVE RELEASE PROGRAM COORDINATOR	PROMOTION
ALEXANDRA STEVENSON	LIVE RELEASE PROGRAM COORDINATOR	TRANSFER TO FULL TIME
TANIA GUERRERO	LIVE RELEASE PROGRAM COORDINATOR	TRANSFER TO FULL TIME
CECILIA MORENO	VETERINARY TECHNICIAN	TRANSFER TO FULL TIME
DAPHNE JONES SGRO	ANIMAL CARE OFFICER	TRANSFER TO FULL TIME
VENUS AGUILAR	ANIMAL CARE ATTENDANT	TRANSFER TO FULL TIME
JENNY HURON	ANIMAL CARE OFFICER	TRANSFER TO FULL TIME
SHANNA DE LA CRUZ	ANIMAL CARE OFFICER (A)	NEW HIRE
ALFONSO RIOS	PUBLIC INFORMATION OFFICER	NEW HIRE
ISAI GARZA	VETERINARY TECHNICIAN	NEW HIRE

## Cadets of 2019 Alpha

**Alexandra Manzanares** has a degree in criminal justice from Our lady of the Lake University. Her goals as an officer at ACS are to provide every animal the best care she can give and educate residents about responsible pet ownership.

**Kristi Ortiz** has previously worked as an Animal Care Attendant at ACS. She has always had a passion for helping animals, and is learning as much as she can as an Animal Care Officer (ACO). She aspires to work in the Cruelty department.

**Stephanie Peña** is from San Antonio, Texas. She is passionate about animals and has a Bachelor's degree in Animal Science from Tarleton State University. She loves working in Field and hopes to be a District Officer some day.

**Brittany Barnes** joined ACS in 2015 as a Rescue-Foster coordinator. She is currently pursuing a Master's in Organizational Development and Leadership at the University of the Incarnate Word. Her goal is to apply her education and experiences working within various divisions of ACS in pursuit of a leadership role.

**Alex Gray** has been an ACO since 2011. Before coming to San Antonio he worked in as an ACO in Birmingham, AL and Wichita Falls, TX. He became an ACO to make a difference in the lives of animals.



From left: Alexandra Manzanares, Kristi Ortiz, Stephanie Peña, Brittany Barnes, Alex Gray



## Statistical Analysis

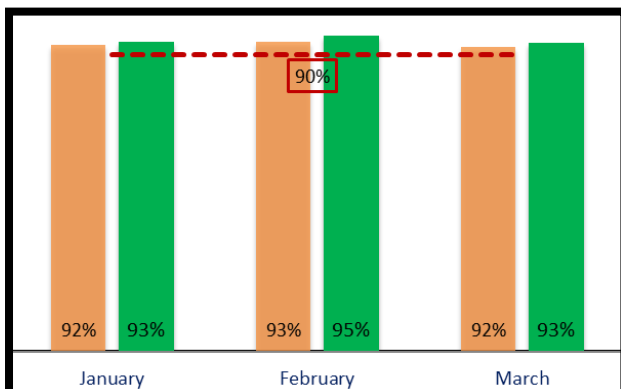
Analysis of the annual metrics for Fiscal Year 2019 will be a comparison of the results for Fiscal Year 2019 and the average of respective metric totals for the previous three years (Fiscal Year 2016, Fiscal Year 2017, and Fiscal Year 2018). Annual Fiscal Year 2019 targets are displayed to gauge the actual performance of each metric during the course of the recent fiscal year.

### Increasing the Live Release Rate

In FY 2014, ACS achieved an 81% live release rate, which was the highest live release rate ever achieved during the department's 60-year history. Just a short four years later and ACS boasted a 93.8% Live Release rate during the second quarter of FY 2018. While there are some metrics that are scaled lower than last year's first quarter, this year we are on target to find live placement for a higher percentage of pets than ever before. The Live Release rate is calculated as the percentage of Adoptions + Rescues + Return-to-Owners (RTOs) + Trap-Neuter>Returns (TNRs) out of the total number of dogs and cats outcomed.

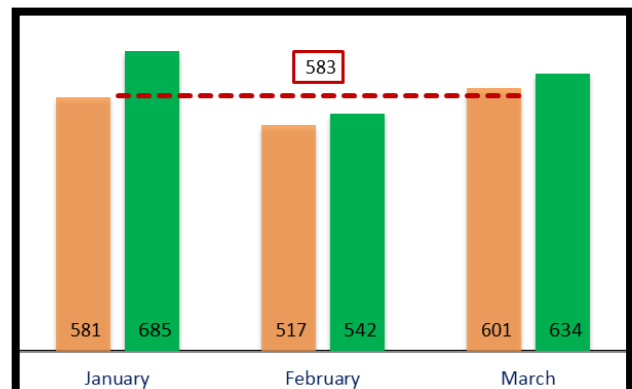
#### Live Release Rate

FY19 Annual Goal: 90%  
 FY19 Second Quarter Results: 93%  
 FY16-FY18 Second Quarter Avg. Results: 89%



#### Adoptions

FY19 Annual Goal: 7,000  
 FY19 Second Quarter Results: 1,861  
 FY16-FY18 Second Quarter Avg. Results: 1,698



--- FY 2019 Target    Prior 3 Year Average    FY 2019 Actual

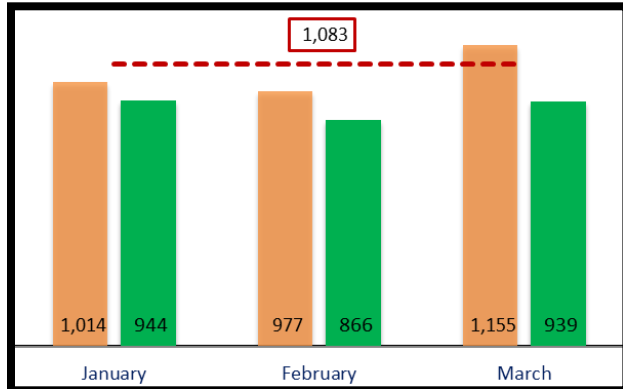
## Increasing the Live Release Rate (Cont.)

### Rescues

FY19 Annual Goal: 13,000

FY19 Second Quarter Results: 2,749

FY16-FY18 Second Quarter Avg. Results: 3,146

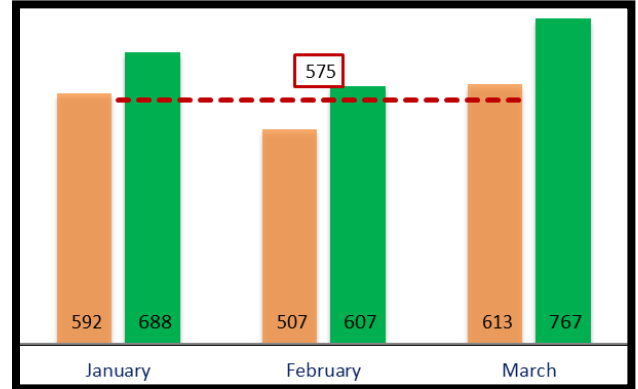


### Return To Owner (Overall)

FY19 Annual Goal: 6,900

FY19 Second Quarter Results: 2,062

FY16-FY18 Second Quarter Avg. Results: 1,712

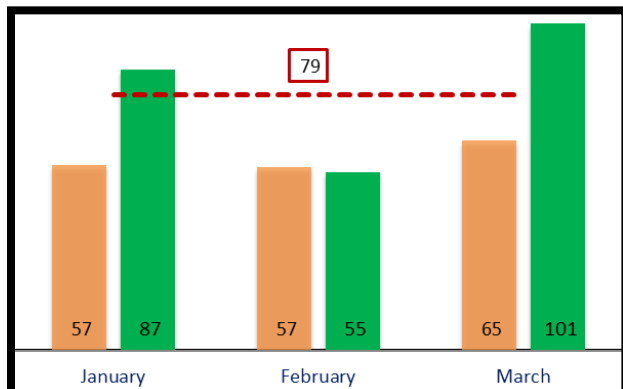


### Trap Neuter Release

FY19 Annual Goal: 950

FY19 Second Quarter Results: 243

FY16-FY18 Second Quarter Avg. Results: 179

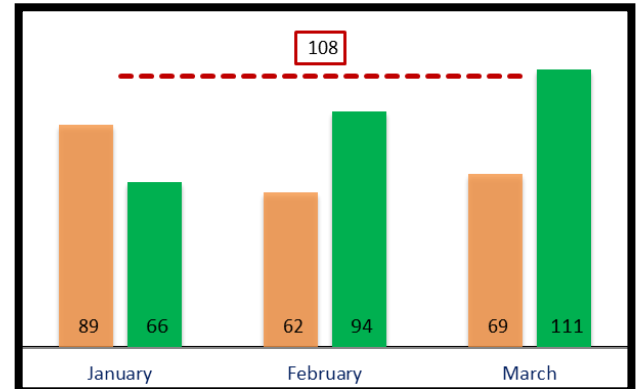


### Pets Fostered

FY19 Annual Goal: 1,300

FY19 Second Quarter Results: 271

FY16-FY18 Second Quarter Avg. Results: 220



## Control the Roaming Animal Population

Animal Care Services' (ACS) strategic priority to control the animal population includes any program that reduces or manages the stray animal population. Total spay and neuter surgeries performed are lower in part due to a surgery partner contract renewal that restricted services October 2018. With the implementation of the new Spay & Neuter Voucher Pilot Program, more surgeries should be completed in the following months. In addition, the metric of dead animal pickup is used as an additional benchmark of the number of animals roaming free. The decrease in dead animal pick-up is a reflection of the impact of the proactive programs and services provided by ACS and the community.

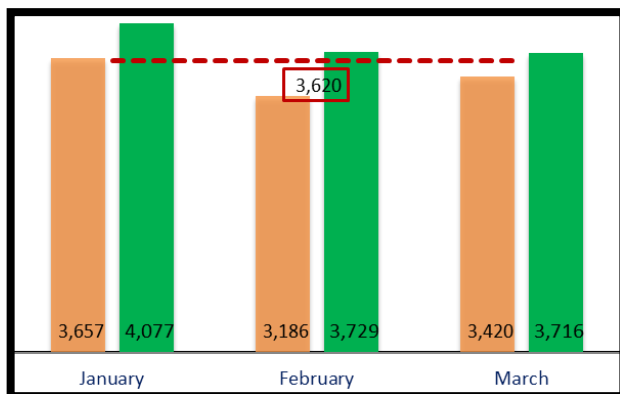


### Total Spay & Neuter Surgeries

FY19 Annual Goal: 43,455

FY19 Second Quarter Results: 5,940

FY16-FY18 Second Quarter Avg. Results: 10,262

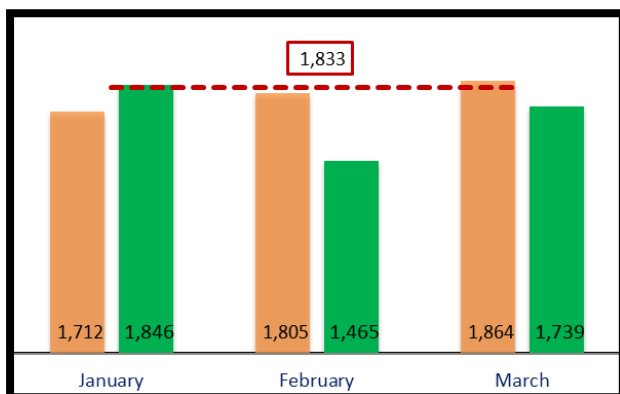


### Microchips Registered

FY19 Annual Goal: 22,000

FY19 Second Quarter Results: 5,005

FY16-FY18 Second Quarter Avg. Results: 5,381

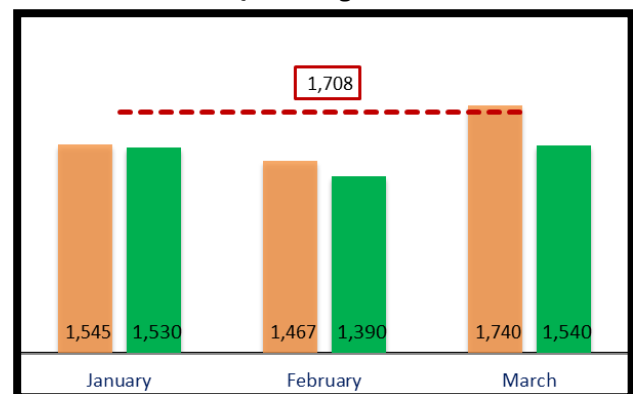


### \*Deceased Dog/Cat Pick-up

FY19 Annual Goal: Less than 20,500

FY19 Second Quarter Results: 4,460

FY16-FY18 Second Quarter Avg. Results: 4,752



\* In this metric a lower number means a greater success.



## Enhanced Enforcement

Animal Care Services' (ACS) strategic priority of enhanced enforcement is largely measured by the work performed by our ACS Field Division. Animal Care Officers record their total proactive calls for service, total animal impoundments, pets returned to owners, and citations written. In addition, ACS has two teams designated to complete investigations related to dangerous/aggressive dogs and animal cruelty cases. In an effort to better serve the community, ACS has committed to taking proactive measures to increase the safety and protection of citizens and their pets. This has lead to an increase in dangerous/aggressive dog designations, violations written, pets returned to their owners by field officers, and cruelty cases filed.

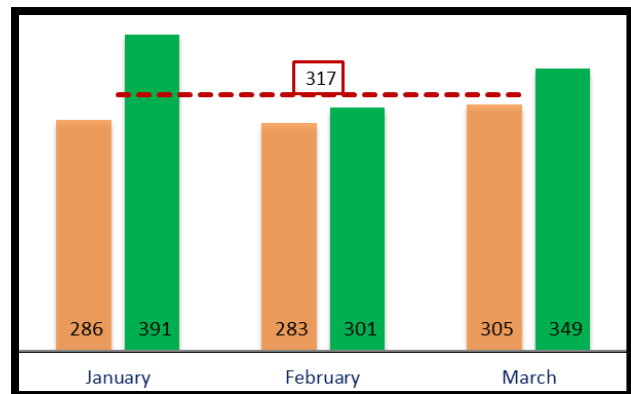


### Pets Returned to Owner in the Field

FY19 Annual Goal: 3,800

FY19 Second Quarter Results: 1,041

FY16-FY18 Second Quarter Avg. Results: 874

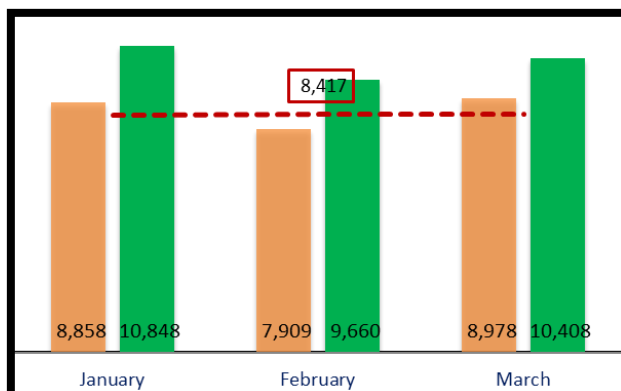


### Calls for Service Requests

FY19 Annual Goal: 101,000

FY19 Second Quarter Results: 30,916

FY16-FY18 Second Quarter Avg. Results: 25,745

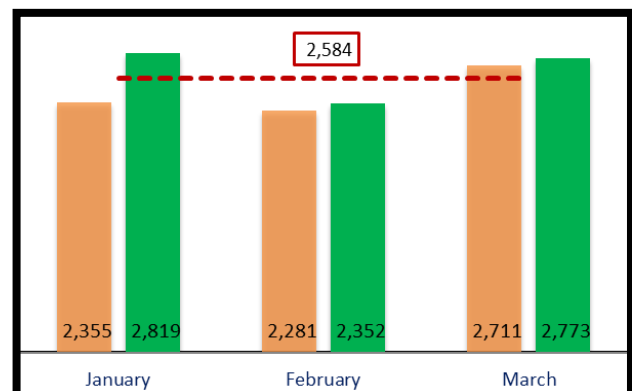


### Impoundments

FY19 Annual Goal: 31,000

FY19 Second Quarter Results: 7,944

FY16-FY18 Second Quarter Avg. Results: 7,347

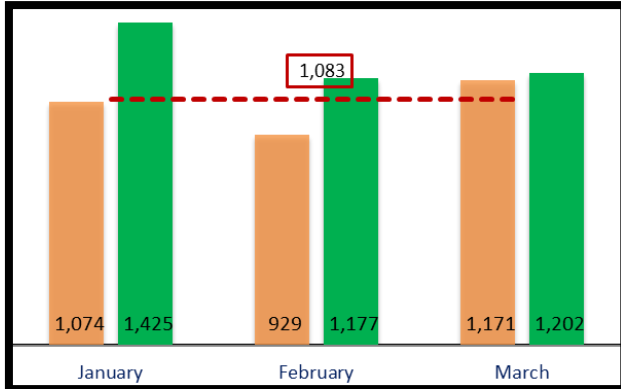


## Citations Written

FY19 Annual Goal: 13,000

FY19 Second Quarter Results: 3,804

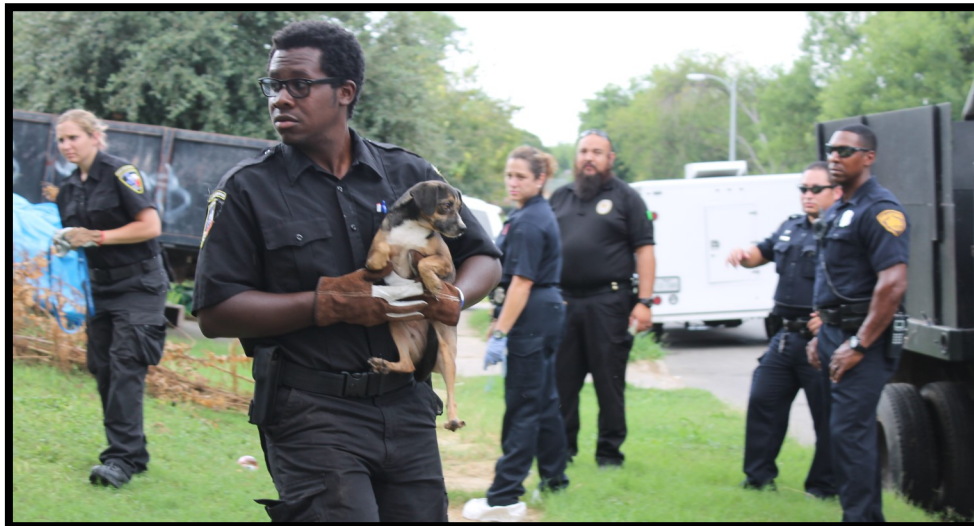
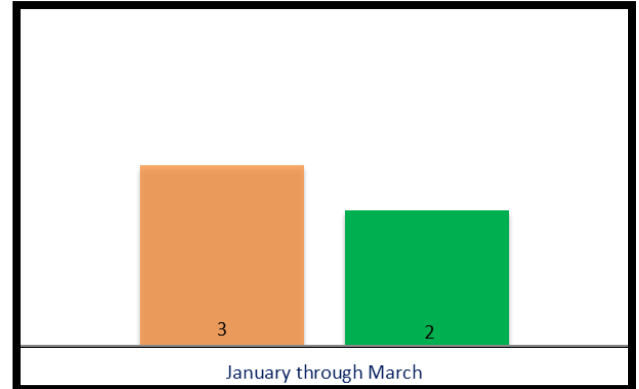
FY16-FY18 Second Quarter Avg. Results: 3,174



## Serious Bodily Injuries

FY19 Second Quarter Results: 2

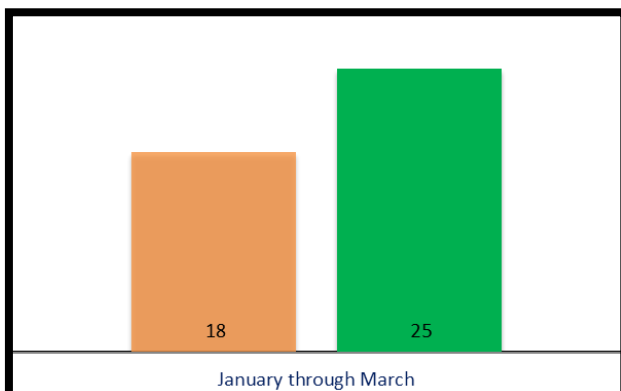
FY16-FY18 Second Quarter Avg. Results: 3



## Aggressive/Dangerous Designations

FY19 Second Quarter Results: 25

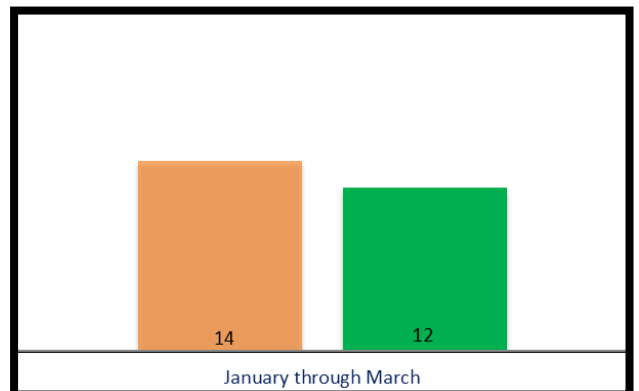
FY16-FY18 Second Quarter Avg. Results: 18



## Cruelty Cases Filed

FY19 Second Quarter Results: 12

FY16-FY18 Second Quarter Avg. Results: 14



## Engage and Educate the Community

The ACS strategic priority to engage and educate the community is the objective of the Education & Outreach Division. Through education events, grade school presentations, and onsite resource events the Education and Outreach Division has provided support to all other Divisions at ACS. The original target for total schools visited was designed with the intention that ACS would be awarded only one presentation during a school visit. ACS has tracked total school education presentations during Fiscal Year 2018, and is committed to making necessary adjustments to more accurately display the achievements of the Education & Outreach Division.

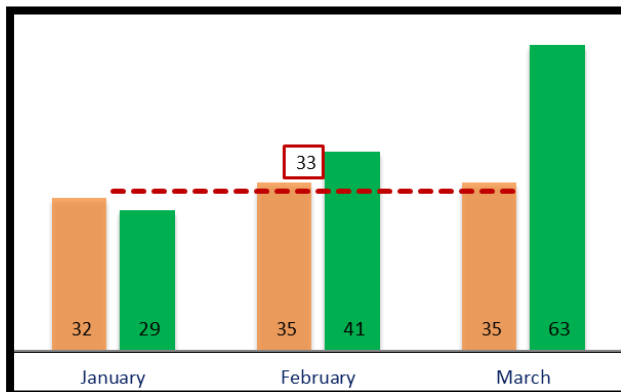


### Education Events

FY19 Annual Goal: 400

FY19 Second Quarter Results: 133

FY16-FY18 Second Quarter Avg. Results: 101

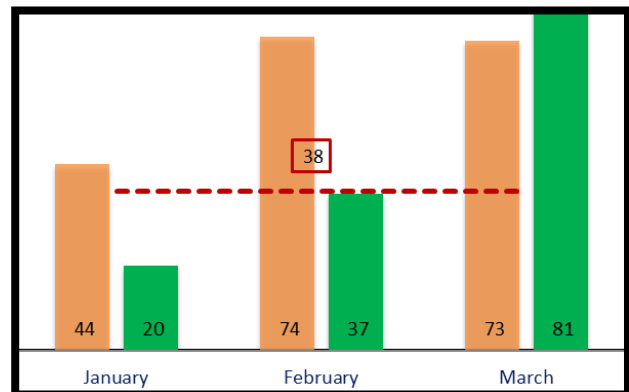


### Schools Presentations

FY19 Annual Goal: 450

FY19 Second Quarter Results: 138

FY18 Second Quarter Results: 191



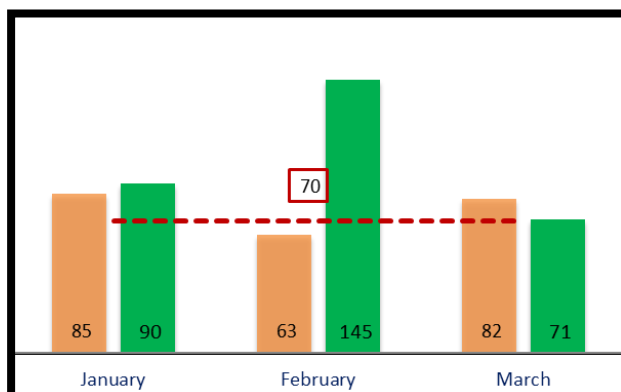
\*Total school presentations metric started tracking in FY18.

### Media Interactions

FY19 Annual Goal: 830

FY19 Second Quarter Results: 306

FY16-FY18 Second Quarter Avg. Results: 229

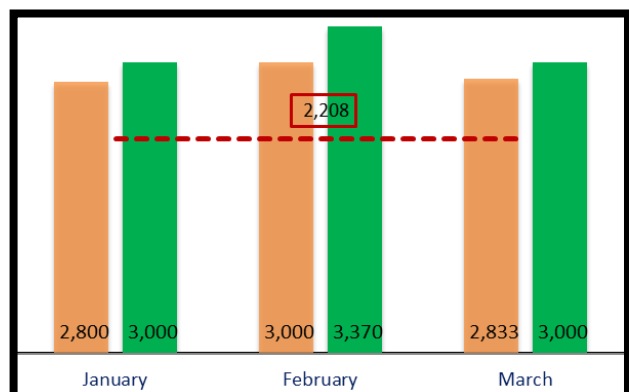


### CNSI Homes Visited

FY19 Annual Goal: 26,500

FY19 Second Quarter Results: 9,370

FY16-FY18 Second Quarter Avg. Results: 8,633



--- FY 2019 Target    Prior 3 Year Average    FY 2019 Actual





## *Animal Care Services*

---

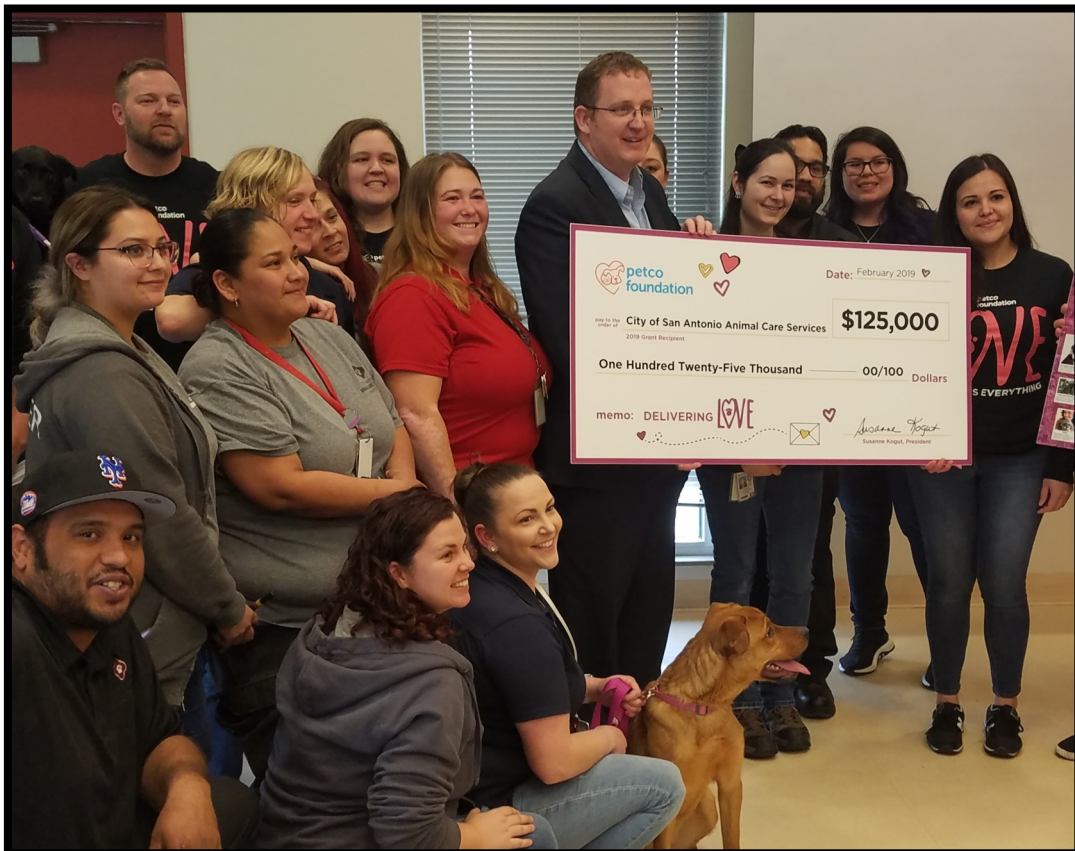
4710 State Highway 151  
San Antonio, TX 78227

Main Phone: 210-207-4738  
Fax: 210-207-6676

Adoption Center Hours:  
Monday - Friday: 11:00 am - 7:00 pm  
Saturday/Sunday: 11:00 am - 5:00 pm  
(Last Adoption 30 minutes prior to closing)

Pet Drop-Off Hours: (Based on space availability)  
E-mail [ACS Intake](#) to begin pet drop-off process  
Tuesday - Friday: 11:00 am - 6:30 pm  
Saturday: 11:00 am - 4:30 pm  
Sunday/Monday: CLOSED

*Our mission is to encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and pets of San Antonio through education, enforcement and community partnership.*



**The Petco Foundation awarded ACS \$125,000 to reward the staff for their commitment to shelter pets.**